

**EXHIBIT 1**  
Pre-Proposal Conference For  
Travel Services For State Of Maryland - 050R4800264  
Held March 4, 2004  
Deferred Questions And Answers Or Clarifications

The following are questions were asked at the Pre-proposal Conference and the State deferred the answers, or the State is providing additional clarifications. The answers do not change or alter the requirements of the RFP unless the Department to change its requirements via Addendum #1, dated March 12, 2004.

1. Can you tell me how the State law or it was practiced in the past has allowed any municipalities in the State to piggyback on State contracts?

ANSWER: The RFP has been amended to allow other political sub-divisions to use the resulting contract. See Addendum #1, dated March 12, 2004.

2. I would recommend if you do, indeed, say that you may want it (on-line booking), even though it's a desirable, that you amend the financial volume to ask us what will be incremental cost if any be for on-line booking.

ANSWER: On-line booking has been removed from the scope of work. See Addendum #1, dated March 12, 2004.

3. The requirement is the minimum five percent (MBE Participation). Am I to assume that it can be higher? Is there a limit to these now? Are there more points involved for that?

ANSWER: Yes it can be higher. No points are assigned. It's an obligation of the contractor to achieve the goal that we've established. MBE is not a criteria for evaluation.

4. Can you tell me for operational purposes what GDS system is currently used by the State or by the current provider?

ANSWER: The State is using Sabre.

5. Obviously the different types of automation systems, not by brand name but we have the hard-line circuit dedicated circuit, and now many of our customers who request the same service, we're providing them with a Web-based program. As long as you have access to that, does it matter whether it's a dedicated hard-line or we provide you with the software and you use your own PC through a Web-based program?

ANSWER: The requirements of the RFP must be met. Offerors proposing a PC access or web-based systems must meet the scope of work requirements identified within the RFP. The proposed solution must include sufficient details to allow the State have a clear understanding of how it will work.

6. Do you have any feel at all for how many transactions actually would be for hotel and rental car only? That would be an indication of what --

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ANSWER: See Addendum #1, dated March 12, 2004 for additional details on hotels and rental cars.

7. In our industry, Southwest, Air Tran -- are not considered our transactions because we have to book it and issue the ticket through the means specified by those carriers. Are Southwest and Air Tran or any airline that we must not through us considered a transaction?

ANSWER: The reference to non-ARC has been deleted. See Addendum #1, dated March 12, 2004.

8. On the subject of the University of Maryland and understanding that it is an optional participation on their part, there was a statement in the RFP that alluded to the possibility of variances between the policies and procedures of the State and the University. Understanding that, if those policies or procedures or variances, if you will, incur cost in order to perform, who is responsible for the cost?

ANSWER: See Addendum #1, dated March 12, 2004. If the contractor provides services to agencies other than those bound to this contract, it will be an agreement between the contractor and that agency.

9. On page 13, 3.4.13, Travel Insurance. 3.4.13 You require an amount of 100,000 per trip. Can you clarify that? That's per airline ticket?

ANSWER: See Addendum #1, dated March 12, 2004. The requirement has been clarified.

10. 3.4.13 on a common carrier. As a kind of an add-on to that, just -- you might consider -- mostly the, that type of insurance has an aggregated amount. In other words, if there's 10 people on the same flight -- by that policy, it's usually limited to what they will cover. I mean -- you may take a look at that -- we ran into that on a US Air flight a number of years ago.

ANSWER: Group travel services insurance has been clarified. See Addendum #1, dated March 12, 2004.

11. Could you give us a listing of what you are currently paying in transaction fees, the total amount?

ANSWER: The transaction fees are: \$10 for e-tickets, \$12 for paper.